The focus of this information sheet is the cleanliness and maintenance of housekeeping trolleys used for cleaning individual guest rooms.

Housekeeping services are provided for the cleanliness and upkeep of rooms, public access and back of house areas within a hotel. Infection prevention and control requires a focus on cleaning and disinfection to ensure the spread of infection does not occur. Cleaning and disinfection have an important role to play in this pandemic to ensure good housekeeping measures are in place. The housekeeper’s trolley is used to stock all necessary cleaning and disinfecting and guest supplies in accordance with the allocated numbers of rooms to each housekeeper.

Hotel housekeeping services use a variety of trolleys:
- Clean linen trolley to transport linen to a floor where it is decanted to individual housekeeping trolleys
- Dirty/Used linen to transport the linen to the laundry services area
- Waste transport from a floor to the waste disposal storage area
- Deliveries to rooms such as food and drinks
- In quarantine hotels, trolleys to transport water bottles and additional paperwork required for rooms
- Housekeeping trolleys used for cleaning individual guest rooms.

To provide an efficient housekeeping service and to avoid contamination of the trolley the housekeeping staff should:
- Check the number of supplies required on the trolley to match the number of rooms being cleaned
- Keep the trolley clean and well organised
- Not overstock the trolley
- Not place any contaminated items removed from the room on clean items that will be used to re-stock the clean room.

How is COVID-19 spread?

The virus can spread from person to person through:
- Close contact with a person who is infectious (including in the 48 hours before they developed any symptoms)
- Contact with the droplets from the infected person’s cough or sneeze
- Touching objects or surfaces (like doorknobs, lift buttons or tables) that have been touched by an infected person, and then touch your mouth or face.

COVID-19 is a new infectious disease, so we do not have any immunity. This means that COVID-19 can spread widely and quickly.

Most people with COVID-19 get it from people who have symptoms or 48 hours before they develop symptoms.
COVID-19 Infection Prevention and Control
NSW Police Operated Quarantine Hotels
Housekeeping Trolley Guidance

Why is cleaning and disinfection within hotels important?
Cleaning and disinfection of quarantine hotels are very important to reduce:

- Environmental contamination from COVID-19 on furniture and fixtures within guest rooms and areas accessed by guests during their stay
- Transmission of COVID-19 from furniture and fixtures to the hands of housekeeping and other staff working in the quarantine hotel
- Transmission of COVID-19 from contaminated items from a guest room to clean items.

How do you prevent clean items on the trolley from becoming contaminated?
Each hotel will have a different type of housekeeping trolley. The rules will remain the same on how to separate clean items from those items used in the room that may be contaminated with the COVID-19 virus.

First, consider what are clean items and what items can become contaminated by taking them into the guest room. These are items that are used in every guest room.

<table>
<thead>
<tr>
<th>Cleaning and disinfecting items that may become contaminated after being used in the guest room – these are to be kept separate from the clean items (listed below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning cloths</td>
</tr>
<tr>
<td>Vacuum cleaner</td>
</tr>
<tr>
<td>Cleaning and disinfection chemicals</td>
</tr>
<tr>
<td>Mops/buckets</td>
</tr>
<tr>
<td>Steam cleaning machine</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Items on the housekeeping trolley that are considered clean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee/tea/sugar/milk</td>
</tr>
<tr>
<td>Cups/stirrers</td>
</tr>
<tr>
<td>Water bottles (this may be on a separate trolley)</td>
</tr>
<tr>
<td>Paperwork for guests (this may be on a separate trolley)</td>
</tr>
<tr>
<td>Linen for beds</td>
</tr>
<tr>
<td>Towels, bathmats and face cloths for the bathroom</td>
</tr>
</tbody>
</table>
Housekeeping trolley – suggested separation of clean and contaminated items


1. The room or the place where the trolley is stored must be a dry and clean area.
2. The waste bag attached to the trolley must be emptied on a regular basis to prevent overflow.
3. The wheels of trolley must be cleaned and well maintained.
4. All cleaning equipment used to clean the rooms must be cleaned and disinfected at the end of each day and stored dry.